



Position Snapshot

Position Title:	Schedule Coordinator
Division / Department:	Network & Alliances / Schedule Planning
Location:	BNE
Reports to:	Manager Schedule Management
Direct reports:	0
Level:	1D
Award:	
Classification:	N/A / N/A
Date:	December 2021

Overall Impact Statement

Our vision is to build the airline people love, and we'll do that by having happy people, happy customers, happy owners, by doing what matters, and by ensuring everyone is safe, always. We also believe that how you show up is as important as what you do.

The objective of the Schedule Coordinator role is to assist in the development and delivery of domestic and international schedules in consultation/negotiation with a variety of commercial and operational stakeholders. Optimise monthly and seasonal term schedules identifying network, connections, resolving operational constraints, meeting the predicted OTP target and deliver schedules to internal and external customers accurately and on time. To maintain effective relationships with stakeholders.

Organisational Context

Virgin Australia Group is a major Australian airline headquartered in Brisbane, Australia. The company operates scheduled domestic and short-haul international flights, charter and cargo services, and the award-winning loyalty program Velocity Frequent Flyer. The Group has been a competitor in the Australian aviation landscape for more than 20 years.

The company is now embarking on an exciting new chapter in the next stage of our journey. In September 2020, US private equity firm Bain Capital acquired Virgin Australia in a \$3.5 billion deal. The airline has now re-launched as a mid-market carrier with a renewed focus on small and medium sized businesses, price-sensitive corporates, premium leisure travellers and holiday makers.

Since November, Virgin Australia has been working on a plan to set itself up for future success. The Group has worked to ramp up flying, simplified its organisational structure, confirmed plans for 25 new 737 aircraft to renew and grow the fleet, and signalled deeper investment in technology and customer experience.

The Group recently appointed several new faces to its Executive Leadership Team, all with a proven track record and deep experience in aviation or consumer-focussed businesses.

Virgin Australia Group prides itself on recruiting the right people to meet the challenges ahead. No matter their role – our employees share an enormous amount of passion for our guests and ambition to be the most loved airline in Australia.

As part of a small scheduling team attached to the Network Management & Alliances Division, within the Strategy and Transformation Group of the airline, you will be working in a dynamic environment at the very core of the airline.

Key Accountabilities

Accountability	Major Activities
Safety, Security & Business Resilience	<ul style="list-style-type: none"> - Complete mandatory training applicable to the role (including Safety, Security, Resilience and, Health and Wellbeing) - Participate in the SMS and SeMS by identifying and reporting hazards to the operation - Be aware of personal safety matters including the emergency procedures relevant to role location - Adhere to all documented operating procedures - Actively participate in Safety Shares - Actively participate in Better Me initiatives - Actively participate in the Groups emergency response program - Participate in consultation of WHS matters as related to your working environment - Challenge unsafe behaviours in others - Abide by the lawful directions of security personnel and law enforcement officers. - Actively participate in the Group's Resilience program.
Financial	<ul style="list-style-type: none"> - Assist in the development of seasonal/monthly schedules ensuring they are optimised and published into the reservation system/GDS and other internal company systems - Assist in the development of different scheduling scenarios as required, including budgets, reforecasts as directed by either the Schedule Planner or Manager Schedule Management - Develop schedule recommendations to resolve short term capacity limitations or needs including charter requests - Ensure requested changes from key clients e.g, the AFL, V8 Supercars are implemented and maintained - Meet predetermined deadlines for the delivery of detailed schedule data to internal and external customers ensuring the accuracy of the information leaving the department - Monitor slot utilisation of the Slot portfolio highlighting any at risk slots.
Customer	<ul style="list-style-type: none"> - Maintain and build effective relationships with key stakeholders - Distribute key reports for stakeholder review and feedback. Communicate changes - Attendance and contribution at key internal forums - Excellent communication skills both verbal & written are required to clearly articulate problems and solutions.

Accountability	Major Activities
Operational	<ul style="list-style-type: none"> - Collaborate with key operational stakeholders assessing any implications from feedback received on proposed plans - Ensure all operational constraints are considered with critical limitations removed from the schedule - Ensure fleet numbers are allocated correctly for required flying programme including the allocation of Operational and Engineering spares - Effectively integrate the operational spare to meet predicted OTP target - Continually develop and recommend enhancements in processes to improve/streamline work practices.
Safety	<ul style="list-style-type: none"> - Demonstrate a commitment to safety through fostering and maintaining a safe workplace for all - Actively supporting the Virgin Australia Group Safety Culture and safety reporting processes.

Key Requirements

Requirement	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> - Airline commercial/operational knowledge 	<ul style="list-style-type: none"> - Broad understanding of airline business
Experience	<ul style="list-style-type: none"> - Theoretical knowledge of the role and/or operational experience 	<ul style="list-style-type: none"> - Integrated Operations Centre - Workforce Planning
Skills	<ul style="list-style-type: none"> - Attention to detail - Strong verbal and written communication skills - Works well under pressure - Works well in a team environment - Advance Microsoft office skills 	<ul style="list-style-type: none"> - MS Powerpoint - MS Teams - MS Word - MS Excel - MS One Note
Knowledge	<ul style="list-style-type: none"> - The role schedule planning plays in the airline 	<ul style="list-style-type: none"> - Key stakeholders

Virgin Australia Leadership Standards

Standard	Level 1 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> • Displays a passion for delighting both internal and external customers • Seeks to understand customer needs by actively listening to their thoughts and concerns • Embraces diversity and is responsive to different experiences, perspectives, values and beliefs • Is curious and continuously looks for ways to learn and improve • Knows, understands and follows standard operating procedures • Is authentic and honest, can admit to making mistakes
Desire to be Better	<ul style="list-style-type: none"> • Strives to improve experiences for internal and external customers • Has a curious mind towards identifying opportunities and finding ways to be better • Demonstrates a high level of personal motivation to learn and develop • Resourceful and creative with coming up with solutions • Identifies and contributes ideas for improvement • Identifies, addresses and reports safety hazards
Collaborates	<ul style="list-style-type: none"> • Displays passion for sharing knowledge and ideas • Voices opinions and new ideas freely • Respects differences and seeks to understand diverse perspectives • Works constructively in and across teams, viewing every interaction as an opportunity to collaborate • Is curious and open-minded to new ideas, perspectives and approaches • Clarifies own understanding and embraces alternate view • Challenges behaviours that compromise safety
Inspires Team	<ul style="list-style-type: none"> • Participates in 2-way conversations, listening and discussing issues thoughtfully and openly • Understands and value the skills, knowledge and experiences that others bring • Engages with others, clearly conveying information and facts • Actively seeks to provide suggestions on how to be a better team • Informs team about work and progress • Understands personal obligations with respect to following standard operating procedures
Creates Future	<ul style="list-style-type: none"> • Welcomes change and remains positive in the face of ambiguity • Seeks information to understand change and impacts • Demonstrates a change mindset, flexibility and openness • Understands the need for VA Group to be innovative and drive business improvement • Seeks to understand Virgin Australia's strategy and how they can contribute • Demonstrates forward-thinking and awareness of immediate consequences of actions ensuring safe outcomes
Drives Results	<ul style="list-style-type: none"> • Plans work to deliver within expected timeframes • Shows energy, enthusiasm and initiative for achieving own goals • Follows through on commitments to both internal and external customers • Seeks guidance and support to address obstacles and achieve set goals • Integrates feedback and takes responsibility for achieving own goals • Delivers outcomes within standards operating procedures.